



Supp.
#11/B
S. Carter
12-12-01

THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant : William Carter Carroll Bullard

Art Unit : 2164

CPA of:

Examiner : Akers, G.

Serial No. : 09/276,207

Filed : March 25, 1999

Title : CAPTURING QUALITY OF SERVICE

Commissioner for Patents

Washington, D.C. 20231

RECEIVED

DEC 11 2001

Technology Center 2100

PRELIMINARY AMENDMENT

Prior to examination, please amend the application as follows:

In the claims:

Add claim 11-20.

11. A computer implemented method comprising
providing a subscriber with a networking policy having a first level of service,
collecting data from the network using an accounting process that collects different kinds
of metrics from the network, correlates the metrics to specified network flows, and relates the
collected and correlated metrics back to the policy that was defined with the first level of service;
and

billing the subscriber for the networking policy having a second level of service rather
than for the policy having the first level of service.

12. The method of claim 11 further comprising:
providing an indication whether or not the policy with the first characteristic is being
satisfied.

CERTIFICATE OF MAILING BY EXPRESS MAIL

Express Mail Label No. EL932078522US

I hereby certify under 37 CFR §1.10 that this correspondence is being
deposited with the United States Postal Service as Express Mail Post
Office to Addressee with sufficient postage on the date indicated below
and is addressed to the U.S. Patent and Trademark Office, P.O. Box
2327, Arlington, VA 22202.

Date of Deposit

Signature

Typed or Printed Name of Person Signing Certificate

December 3, 2001
[Signature]
USA G. Gray